Transit Advisory Commission

2016 WORK PROGRAM
GOALS, OBJECTIVES & DESIRED OUTCOMES

1. **Make the Transit Advisory Commission relevant in decision making about plans, policies, programs, and day-to-day operations so customers are better served.**

   - ➢ Communicate more regularly with the Regional Transit Committee and central council staff
   - ➢ Be kept informed of and contribute to recruitment efforts
   - ➢ Provide meeting notes to relevant staff
   - ➢ When communicating with staff and decision makers, ask for a response
   - ➢ Get timely updates on important initiatives and efforts; participate in requests for feedback
   - ➢ Observe other advisory group meetings, recruit and cross-pollinate efforts

   Desired outcome(s):
   a. All positions on TAC are filled
   b. Decision makers are aware of TAC and responsive to TAC feedback

2. **Advocate for bus priority improvements with local jurisdictions.**

   - ➢ Learn from Metro staff working on this where priorities are that are consistent with short and long term planning efforts
   - ➢ Have SDOT come and tell us about their plans
   - ➢ Communicate with bigger jurisdictions on where bus/transit priority investments are needed.
   - ➢ Where possible, connect with other resident or citizen advisory groups on this topic to find common interests and common opportunities to advocate.

   Desired outcome(s):
   a. Provide direct feedback (letters, testimony, etc.) to jurisdiction planners and elected bodies on identified priority improvements and the need for these investments to made and the value these investments would provide for bus riders and local residents

3. **Help assure that short-term service planning, Metro's Long Range Plan and, in combination with, Sound Transit 3 offer a 24/7 network of service that will provide an integrated set of services that work reliably to get people to the places people want – at service levels that match demand.**

- ➤ Continue to have a TAC liaison serve on the Long Range Plan Community Advisory Group
- ➤ "Set of services" includes fixed route, alternative services, Access paratransit, services provided by other agencies and the private sector, etc.
- ➤ Inform the future network planned as part of the Long Range Plan
- ➤ Inform Sound Transit 3 (ST3)
- ➤ Inform the joint planning efforts between the City of Seattle and Metro as the city embarks on implementing its recent ballot measure
- ➤ Inform service planning efforts as appropriate

Desired outcome(s):
   a. Preview the LRP network and ST3 package before it goes public if possible
   b. Attend and comment on LRP and ST3 public feedback events in the Spring
   c. Write a letter of advice about the Long Range Plan and ST3

4. **Assure that customers have the tools they need to get the information they need and engage in conversation with Metro – tools that are accessible online and in place.**

- ➤ "Tools" includes both online (website, social media, surveys, feedback forms, trip planner, third party apps, transit alerts, etc.) and in place (signage and communications mechanisms at transit centers, in the tunnel, and at bus stops; at meetings and other face-to-face engagement events)
- ➤ Understand the current tools/channels of information and engagement:
   o When Metro is engaging the public in shaping plans or policies
   o During day-to-day operation of service (e.g. construction-related changes, missed buses, late buses, wheelchair pass-by's)
- ➤ Consider and comment on the following as we learn about the tools:
   o Do we have the "right" tools? – in other words, are people able to give us the feedback they want, in the way they want?
   o Are these tools fully accessible?
   o How can Metro use these tools to let people know they are listening and responding to what comes in?
   o If changing the tools or adopting new ones is iterative and continually evolving, how can riders influence the design and use of the tools?
- ➤ Encourage Metro to get feedback from customers on the tools themselves – as Metro decides what tools to use and develop, at all the iterative stages of development, and as the tools continue to evolve

Desired outcome(s):
   a. Metro demonstrates a commitment to get, incorporate, and report back to customers on how their feedback shaped design, final product/tool, and continuous improvements on existing products/tools
   b. Changes are made to improve the accessibility of existing and new tools